

Message Text

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SUB: CIVAIR: PAL PARTICIPATION IN ACRO SALES

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BEGIN SUMMARY: MEETING OF INTERESTED PARTIES AT SUBIC JULY 24 RESOLVED NUMBER OF MISUNDERSTANDINGS AND LAID GROUNDWORK FOR IMPROVED RELATIONSHIP BETWEEN ACRO AND PAL. PAL EXECUTIVES MOST APPRECIATIVE OF MEETING AND EMBASSY BELIEVES PAL COMPLAINTS CAN BE MET THROUGH DIRECTO CONTACT WITH ACRO MANAGEMENT OR POSSIBLEY WITH SUBIC LOGISTICS AND TRANSPORTATION OFFICERS, WITHOUT FORMAL USG INTERVENTION. END SUMMARY.

1. COMUSNAVPHIL LOGISTICS AND TRANSPORTATION OFFICERS, PAL VICE PRESIDENT FOR MARKETING AND DIRECTOR INTERNATIONAL SALES, ACRO SUPERVISOR (PANAM RE MACKENZIE) AND MANAGER, TOGETHER WITH EMBOFF MET AT SUBIC JULY 24 AT INVITATION OF LOGISTICS OFFICER TO DISCUSS PAL RELATIONS WITH ACRO UNITS AT SUBIC AND CLARK. MEETING AND LUNCH HELD IN CORDIAL ATMOSPHERE WITH PAL EXECS OBVIOUSLY PLEASED AT ARRANGEMENTS. SEVERAL MISCONCEPTIONS OF PAL EXECUTIVES RE ACRO MANAGEMENT AND FUNCTIONS WERE CLEARED UP AND

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ARRANGEMENTS MADE FOR BETTER COMMUNICATIONS AND EXCHANGE OF INFOR-

MATION BETWEEN PAL EXECUTIVE AND ACRO MANAGER. SUBIC LOGISTICS OFFICER ALSO MADE CLEAR HIS READINESS TO DISCUSS ANY PROBLEMS WITH PAL MANAGEMENT.

2. MEETING REVEALED PAL'S SHORTCOMING IN FAILING TO PROVIDE ACRO INFORMATION RE SCHEDULES AND SERVICES AND LACK OF INITIATIVE IN MAKING ARRANGEMENTS FOR RESERVATIONS AND HANDLING TICKET SALES. PRACTICAL MEASURES TO RESOLVE THESE PROBLEMS WERE PROPOSED, AND IMPLEMENTATION IS TO BE WORKED OUT DIRECTLY BETWEEN ACRO MANAGER AND PAL.

3. TO MEET BASIC PAL COMPLAINT THAT TRAVELERS HAVE NOT BEEN ADEQUATELY INFORMED OF PAL'S SERVICE AND PARTICIPATION IN REDUCED MILITARY FARE, AGREEMENT WAS REACHED THAT A SUITABLE SIGNBOARD WOULD BE PLACED PROMINENTLY IN BOTH SUBIC AND CLARK ACRO UNITS DETAILING PANAM, NORTHWEST AND PAL SERVICES TO U.S. ALL PARTIES EXPRESSED SATISFACTION WITH THIS IDEA.

4. PAL INTERNATIONAL SALES DIRECTOR INQUIRED ABOUT POSSIBILITY OF ASSIGNING PAL TICKET CLERK TO ACRO BUT DID NOT PRESS MATTER. SUBSEQUENT DISCUSSION AND VISIT TO SUBIC ACRO APPEARED TO HAVE CONVINCED PAL EXECUTIVES THAT VARIOUS ADMINISTRATIVE MEASURES, INCLUDING PROMINENTLY DISPLAYED SIGNBOARD, TOGETHER WITH BETTER COMMUNICATIONS AND EXCHANGE OF INFORMATION, WOULD MEET PAL'S NEEDS. ACRO LOCAL COMMITTEE IS SCHEDULED MEET AUGUST 1 TO DISCUSS RELATIONSHIPS WITH PAL AND WILL PRESUMABLY ARRANGE FOLLOW-UP MEASURES AGREED BY ACRO MANAGEMENT IN JULY 24 MEETING. PAL OFFICERS REQUESTED COPY OF ACRO ORGANIZATIONAL BY-LAWS AND OPERATING PROCEDURES. LOCAL COMMITTEE WILL PRESUMABLY CONSIDER AND ACT UPON THIS REQUEST.

5. COMMENT: MEASURES AGREED AT MEETING NOW REQUIRE IMPLEMENTATION, AND FOLLOW-UP ACTION CLEARLY IMPORTANT. IF MEASURES ARE CARRIED OUT AS NOW EXPECTED, EMBASSY BELIEVES PAL COMPLAINTS CAN BE RESOLVED DIRECTLY WITH ACRO MANAGEMENT. IF SATISFACTION IS NOT OBTAINED THROUGH THIS CHANNEL, RESPONSIBLE PAL EXECUTIVES ARE NOW AWARE THEY CAN BRING PROBLEMS TO ATTENTION OF SUBIC LOGISTICS AND TRANSPORTATION OFFICERS.

6. EMBASSY PLANS THEREFORE, RESPOND TO PHIL CAB LETTER OF JUNE 18 LIMITED OFFICIAL USE

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WITH BRIEF LETTER REFERRING TO DISCUSSIONS WHICH PAL MARKETING AND SALES EXECUTIVES HAVE HAD WITH ACRO MANAGEMENT AND RESPONSIBLE U.S. NAVAL OFFICERS AND STATING THAT EMBASSY BELIEVES SATISFACTORY WORKING RELATIONS HAVE NOW BEEN ESTABLISHED WITH ACRO TO PROVIDE PAL FAIR ACCESS TO REDUCED-FARE US MILITARY TRAFFIC THRU SALES AT ACRO UNITS AS LATTER ARE PRESENTLY CONSTITUTED.
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